

**REPORT ON THE APPLICATION
OF THE COMPLAINT
EXAMINATION PROCEDURE,
ON USER SATISFACTION AND
ON THE ENFORCEMENT OF
USER RIGHTS
2010-2011**

October 2011

Introduction

In accordance with the article 76.11 of the LSSSS, the annual report on Patient Complaints Examination Procedure shall :

- Indicate and incorporate

- The Activities Summary of the Local Commissioner;
- The Medical Complaints Examiner's Report; and
- The Review Committee's Report.

- **Describe**

- The number of complaints received, according to the level of the treatment;
- The time taken for the examination of complaints;
- The actions taken following the examination of complaints;
- The number of complaints that gave rise to an application at the second level;
- The actions taken to improve user satisfaction and foster the enforcement of user rights.

Examination of the Complaints

By the Commissioner

In process on April 1 st 2010	3
Received during the fiscal year	48
Concluded during the fiscal year	50
Current as of March 31 st 2011	1
Application to the Health Services Ombudsman	2

Number of Types of Complaints

Examined by the Commissioner

<u>Types</u>	<u>Number</u>
Accessibility / Continuity	11 (17%)
Care and Services	12 (18%)
Environment / Material Resources	11 (17%)
Financial Aspects	5 (8%)
Relationships	14 (21%)
Specific Rights	13 (20%)
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TOTAL	66 (100%)

Processing Level (per Type)

Examined by the Commissioner

Dismissed	2
Abandoned by the User	6
Interrupted	5
Refused	5
Completed without Measures	23
Completed with Measures	25

➤ 2 cases oriented for non medical disciplinary study (HR)

Processing Level (per Complaint) *Examined by the Commissioner*

Dismissed	2
Abandoned by the User	6
Interrupted	5
Refused	5
Completed without Measures	23
Completed with Measures	25

➤ 2 cases oriented for non medical disciplinary study (HR)

Processing Time (per Complaint)

Examined by the Commissioner

Less than 3 days	16
From 4 to 15 days	10
From 16 to 30 days	2
From 31 to 45 days	7
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From 46 to 60 days	3
From 61 to 90 days	6
From 91 to 180 days	6
181 days and more	<u>0</u>
TOTAL	50

➤ Average Processing Time: 31 days in 2010-2011 vs 22 days in 2009-2010

Measures identified (per Indicator)

By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	14	9
Adaptation of the Environment	4	1
Financial Adjustment	1	0
Conciliation	0	1
Information/Sensitization of the Staff	2	1
Respect of the Rights	3	0
Other	2	0
TOTAL	26	12

Measures identified (per Indicator)

By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	11	7
Adaptation of the Environment	5	2
Policies/By-laws/Protocols	6	1
Improvement of the Communication	3	1
Formation / Supervision	1	4
Respect of the Rights	1	0
TOTAL	27	15

Activities Summary

Handled by the Commissioner

Complaints	50
Intervention*	19
Assistance	367
Consultation	20
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TOTAL	456

➤ * 3 cases oriented for non medical disciplinary study (HR)

Examination of the Medical Complaints

By the Medical Complaints Examiner

In process on April 1 st 2010	0
Received during the fiscal year	14
Concluded during the fiscal year	12
Current as of March 31 st 2011	2
Application to the Review Committee	2

Number of Types of Complaints *Examined by the Medical Complaints Examiner*

Other (*category reserved for medical acts*)* 15 (100%)

➤ * Acts related to a doctor, dentist, pharmacist or resident.

Processing Level (per Type)

Examined by the Medical Complaint Examiner

Dismissed	0
Abandoned by the User	3
Interrupted	0
Refused	1
Completed without Measures	9
Completed with Measures	2

➤ No case was transferred for disciplinary study.

Processing Time (per Complaint)

Examined by the Medical Complaint Examiner

Less than 3 days	2
From 4 to 15 days	1
From 16 to 30 days	3
From 31 to 45 days	2
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From 46 to 60 days	2
From 61 to 90 days	2
From 91 to 180 days	0
TOTAL	<u>12</u>

➤ Average Processing Time : 31 days in 2010-2011 vs 43 days in 2009-2010.

Measures Identified

By the Medical Complaint Examiner

In Individual Impact	Medical Complaints
Sub-Total	0
In Systematic Impact	Medical Complaints
Adaptation of Services	2
TOTAL	2

Summary of the Review Applications

By the Review Committee

In process on April 1 st 2010	0
Received during the fiscal year	2
Concluded during the fiscal year	2
Current as of March 31 st 2011	0

➤ Average Processing Time: 20 days in 2010-2011 vs 49 days in 2009-2010.

Review Process

By the Review Committee

Final Opinion	Number
Confirmation of the conclusions of the Medical Complaint Examiner	0
Request of a supplementary examination	1
Disciplinary investigation	0
Recommendation to resolve matter	0
TOTAL	1*

** An application for review was withdrew by its author after receipt by the Committee.*

No measure was identified in 2010-2011.

Conclusion

Actions taken following the examination of complaints, medical complaints and handling of interventions:

82 measures were identified

- To improve services;
- To improve the quality of medical acts;
- To foster the enforcement of users' rights;
- To strengthen the legal obligations of the Institute.

The Watchdog Committee is responsible to insure follow-up with the Board of Directors of the measures that were identified until their implementation.